

Workplace Alaska

Class Specification Ferry Reservations Supervisor

Created: 05/01/2006 by kamurry	AKPAY Code: P2143	Class Code:	PD0633
Finalized on:	Class Outline Cat: A	Class Range:	15
	Approved by:	Class Status:	Active
Category: Administrative	Class Title:	Ferry Reservations Supervisor	
Original Date: 05/01/2006	Use MJR Form:	Standard	

Original Comments:

Interim class established in Ferry Services Manager Study.

Subsequent Revision Dates/Comments:

09/25/2008 - Workplace AK spec revision: Added Census Job Code and AKPAY Code fields; Replaced Category field with Class Outline Category; Updated EEO4, SOC, and Class Code fields; Removed DOT field.

Last Update:	EEO4: F	SOC: 43-1011	Census: 06
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Last Update Comments:**Definition:**

The Ferry Reservations Supervisor supervises the daily operations of the Alaska Marine Highway System (AMHS) Reservation Call Center. The incumbent in this position is responsible for establishing section goals, coordinating section activities and workflow, providing instruction and direction, and intervening and resolving complicated or contentious customer issues.

This is a supervisory class with substantial responsibility for the exercise of independent judgement in employing, disciplining, or adjudicating grievances of subordinates.

Distinguishing Characteristics:

This single-position interim job class is established for PCN 253232 until a classification study of the Alaska Marine Highway System's reservations section is conducted. Should the position be reallocated to another job class prior to the completion of the classification study, this class shall be abolished concurrent with the reallocation. This class is not to be used for classification comparisons, internal alignment, or other system benchmarking analyses.

Examples of Duties:

Oversee the daily processing of telephone and electronic reservations, processing of mailed payments, printing and mailing of tickets and confirmation letters, and distribution of brochures.

Reconcile agent's Reports of Sales, balance accounts, and submit to Finance.

Respond to customer telephone calls and correspondence concerning customer service issues, reservations, payments, tickets, and refunds. Evaluate issue and determine appropriate response within policy and guidelines.

Monitor Automatic Call Distributor to ensure adequate coverage of phones, develop recording tree structures and voice recordings for announcements and customer options, update scripts as needed.

Monitor compliance with policies and procedures in reservations, work with agents to resolve reservation, payments and ticketing issues, and refund problems.

Knowledge, Skills and Abilities:

Working knowledge of the AMHS reservations system, vessel departure and arrival times, fares, and vessel accommodations and services.

Working knowledge of state and federal travel regulations and required documentation.

Some knowledge of AMHS ports of call, available transportation, visitor attractions, hotel accommodations, tours and recreation.

Some knowledge of travel and tourism, marketing, and sales.

Skill in computer use including accessing data from various internal databases and the internet, gathering facts and entering data.

Ability to supervise, train, mentor, and evaluate subordinate staff.

Ability to work effectively and tactfully with customers, identify issues, explain regulations and policies, evaluate alternatives, and resolve conflicts.

Minimum Qualifications:

High School diploma or GED

AND

Two years of experience assisting travelers in making travel plans and reservations and providing travelers with useful travel information.

Required Job Qualifications:

(The special note is to be used to explain any additional information an applicant might need in order to understand or answer questions about the minimum qualifications.)

Special Note:**Minimum Qualification Questions:**

Do you have a High School diploma or GED?

AND

Do you have two years of experience assisting travelers in making travel plans and reservations and providing travelers with useful travel information?